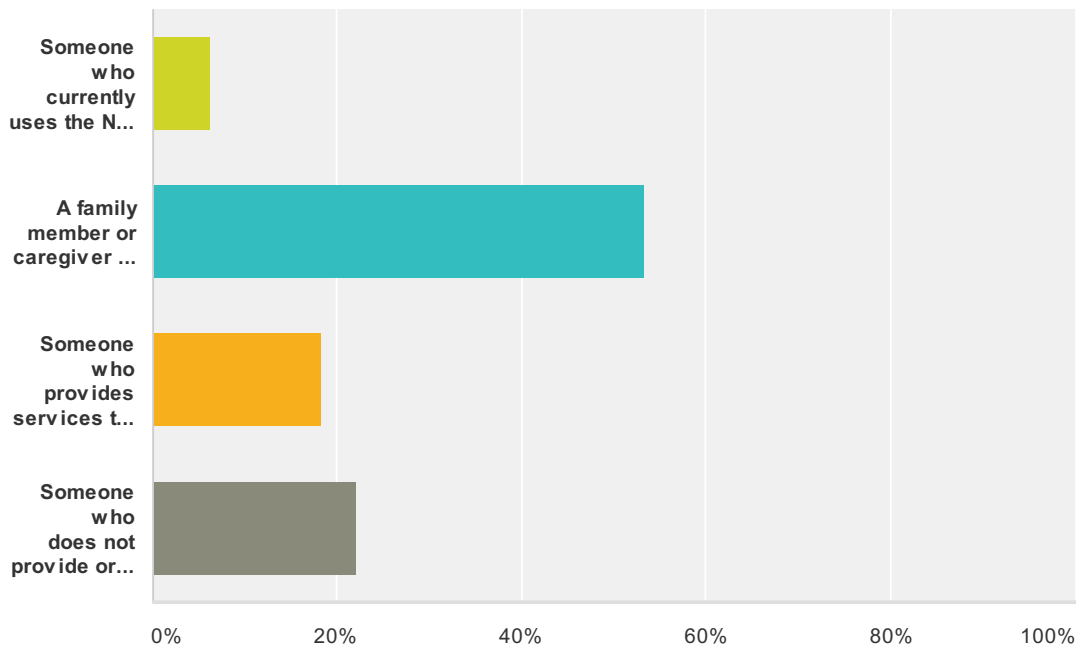


# NH Medicaid Long-Term-Care Program Survey

## Q1 Would you describe yourself as:

Please note before printing:  
this document is 41 pages long.

Answered: 901 Skipped: 0

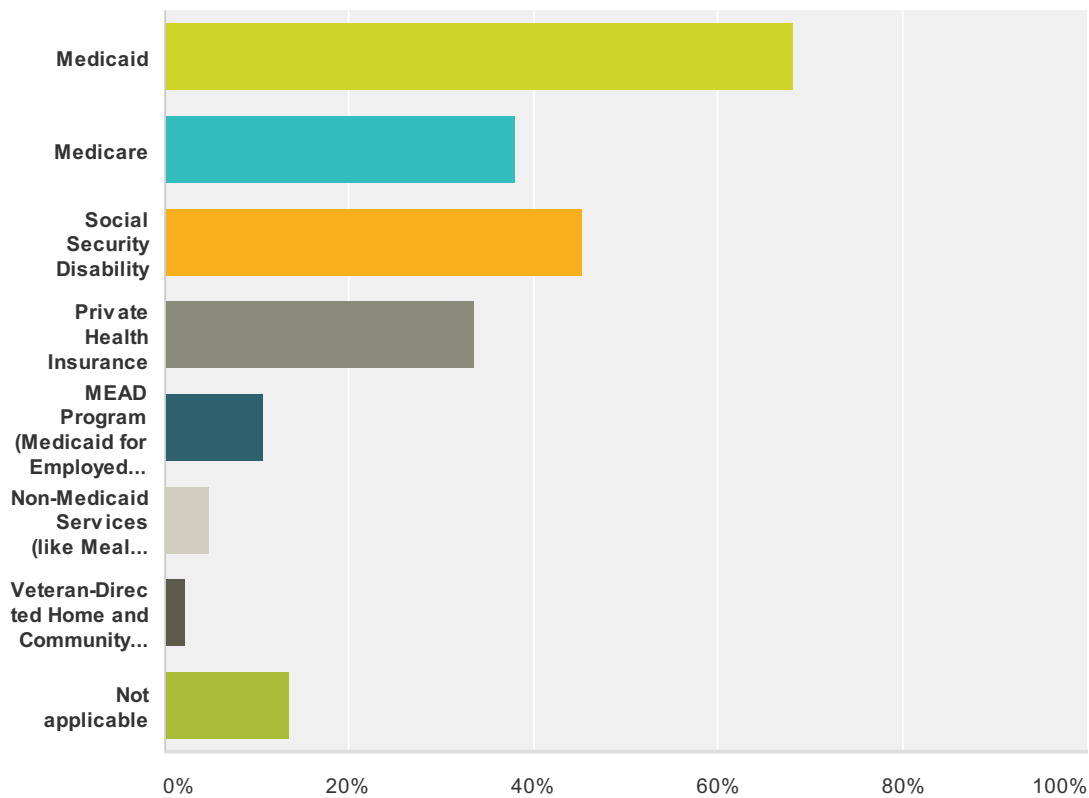


Answer Choices	Responses
Someone who currently uses the NH Medicaid Long-Term-Care system	6.33% 57
A family member or caregiver or guardian of someone who uses the Medicaid Long-Term-Care system	53.16% 479
Someone who provides services to people who use the Medicaid Long-Term-Care system	18.42% 166
Someone who does not provide or receive Medicaid Long-Term Care services or supports but who has an interest in how the NH Medicaid program operates	22.09% 199
<b>Total</b>	<b>901</b>

# NH Medicaid Long-Term-Care Program Survey

## Q2 Do you or your family member currently use (please check all that apply)

Answered: 818 Skipped: 83



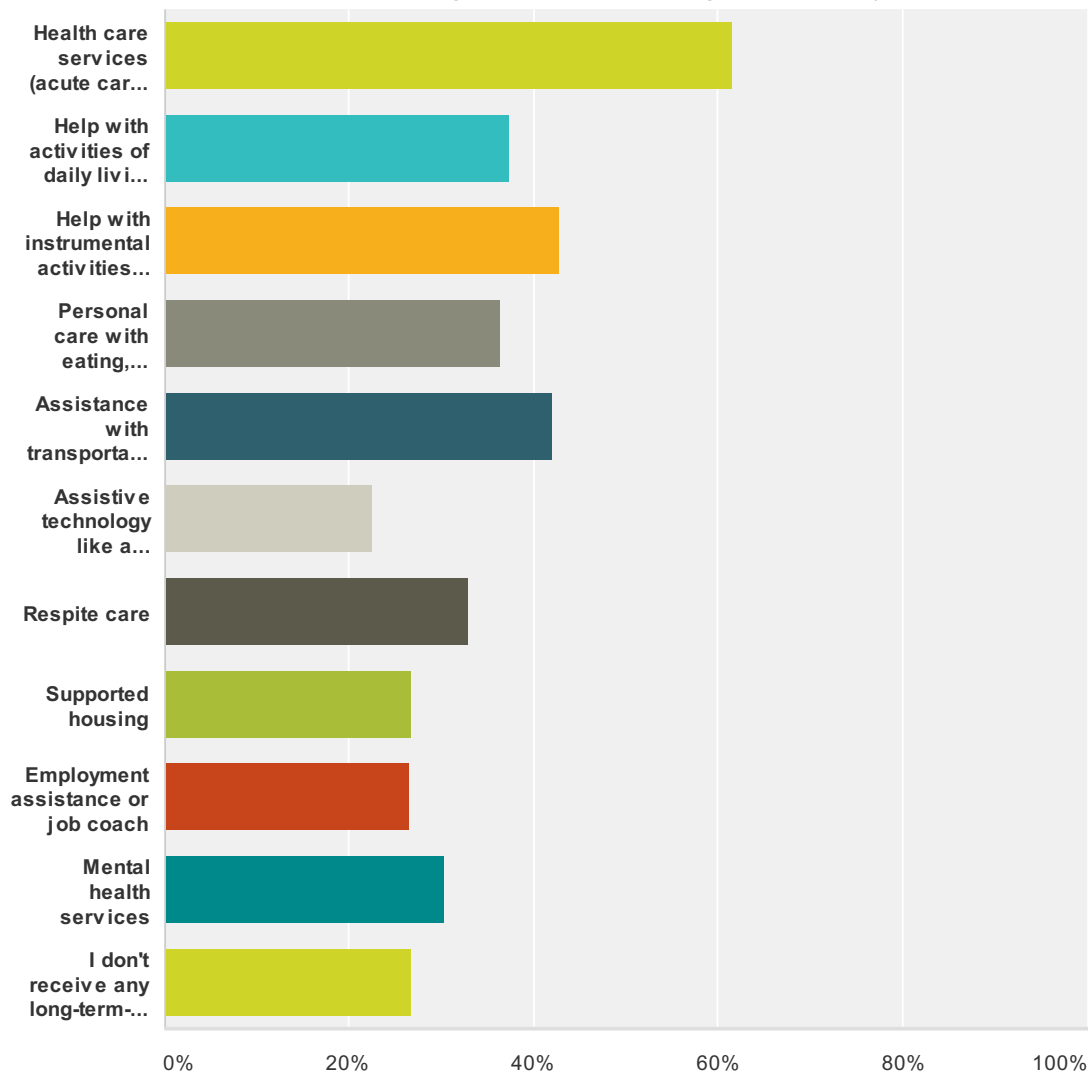
Answer Choices	Responses	
Medicaid	67.97%	556
Medicare	38.02%	311
Social Security Disability	45.11%	369
Private Health Insurance	33.62%	275
MEAD Program (Medicaid for Employed Adults with Disabilities)	10.76%	88
Non-Medicaid Services (like Meals on Wheels or non-medical Adult Day Care)	4.89%	40
Veteran-Directed Home and Community Based Services	2.20%	18
Not applicable	13.57%	111
Total Respondents: 818		

**Q3 Medicaid long-term care services are different than the "acute care" or health care services that Medicaid also pays for.**

**Long term care services are used by people with developmental or physical disabilities, mental health needs or older adults who need assistance to stay in their homes. Long-term-care services include assistance with services like: - Activities of daily living (ADLs) - Instrumental activities of daily living (IADLs) - Personal care - Respite care - Supportive housing - Transportation - Assistive technology - Mental health services - Employment assistance - Transportation assistance**  
**Please check any services you may receive with support of the Medicaid program.**

Answered: 735 Skipped: 166

## NH Medicaid Long-Term-Care Program Survey

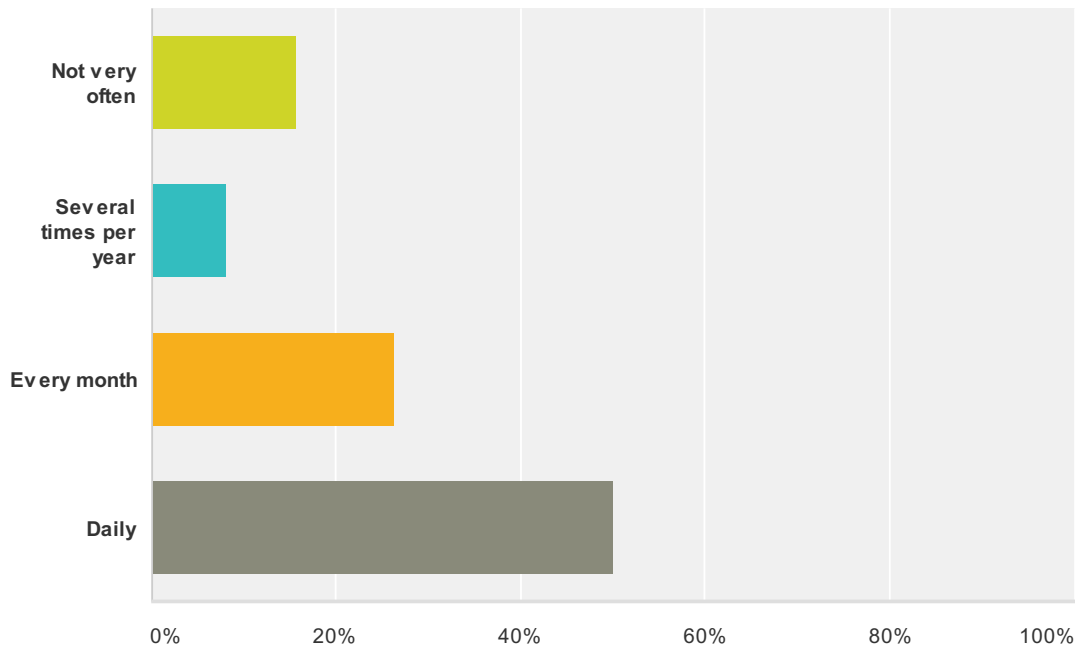


Answer Choices	Responses	
Health care services (acute care) like doctor's visits and medications	61.50%	452
Help with activities of daily living like eating, dressing, grooming, bathing	37.41%	275
Help with instrumental activities of daily living like shopping, laundry, housekeeping, handling finances	42.72%	314
Personal care with eating, dressing, shopping or other daily activities	36.33%	267
Assistance with transportation to where you need to go like doctor's appointments, shopping or work	42.04%	309
Assistive technology like a wheelchair or screen reader or another adaptive device	22.45%	165
Respite care	32.93%	242
Supported housing	26.80%	197
Employment assistance or job coach	26.53%	195
Mental health services	30.34%	223
I don't receive any long-term-care services	26.80%	197
Total Respondents: 735		

# NH Medicaid Long-Term-Care Program Survey

## Q4 How frequently do you use services paid for by the NH Medicaid program?

Answered: 620 Skipped: 281

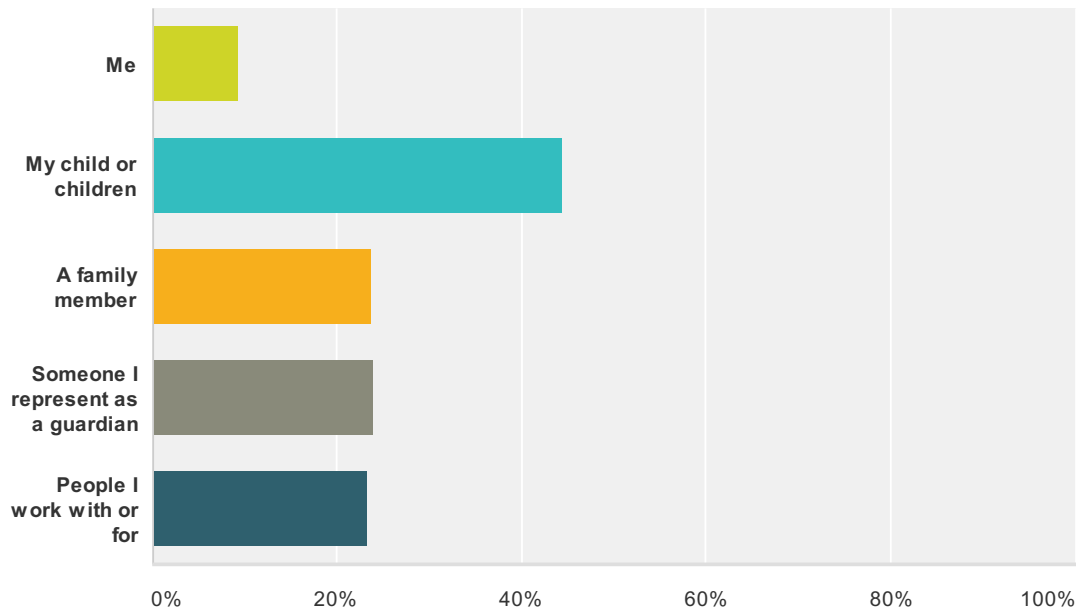


Answer Choices	Responses	
Not very often	15.65%	97
Several times per year	8.06%	50
Every month	26.29%	163
Daily	50%	310
<b>Total</b>		<b>620</b>

# NH Medicaid Long-Term-Care Program Survey

## Q5 Who uses services paid for by the NH Medicaid program?

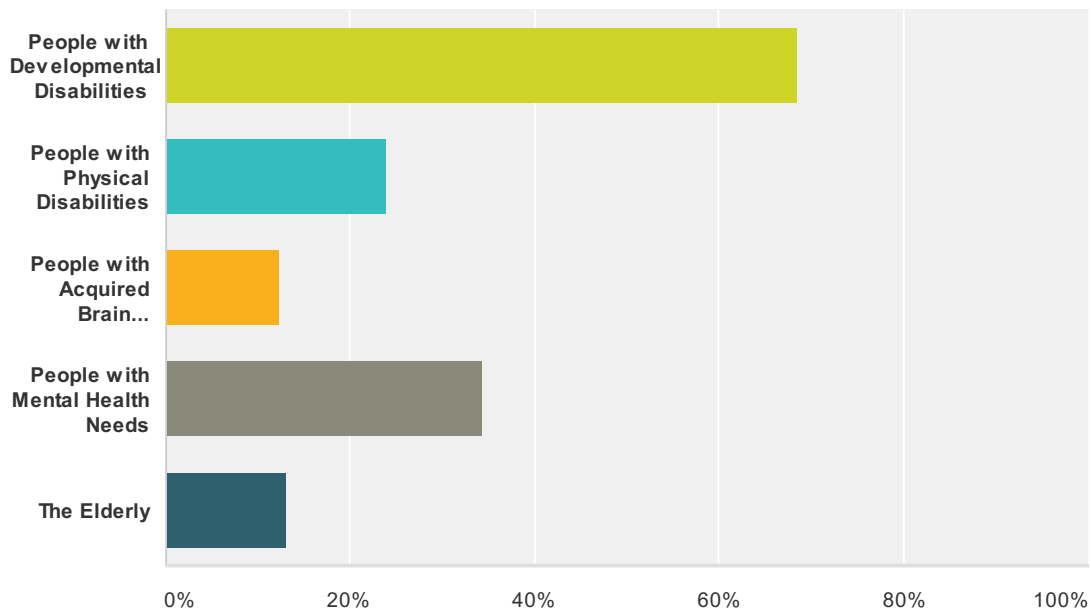
Answered: 673 Skipped: 228



Answer Choices	Responses	
Me	9.21%	62
My child or children	44.28%	298
A family member	23.77%	160
Someone I represent as a guardian	23.92%	161
People I work with or for	23.33%	157
Total Respondents: 673		

**Q6 Which Medicaid Long-Term-Care consumer population do you or your family member represent?**

Answered: 682 Skipped: 219

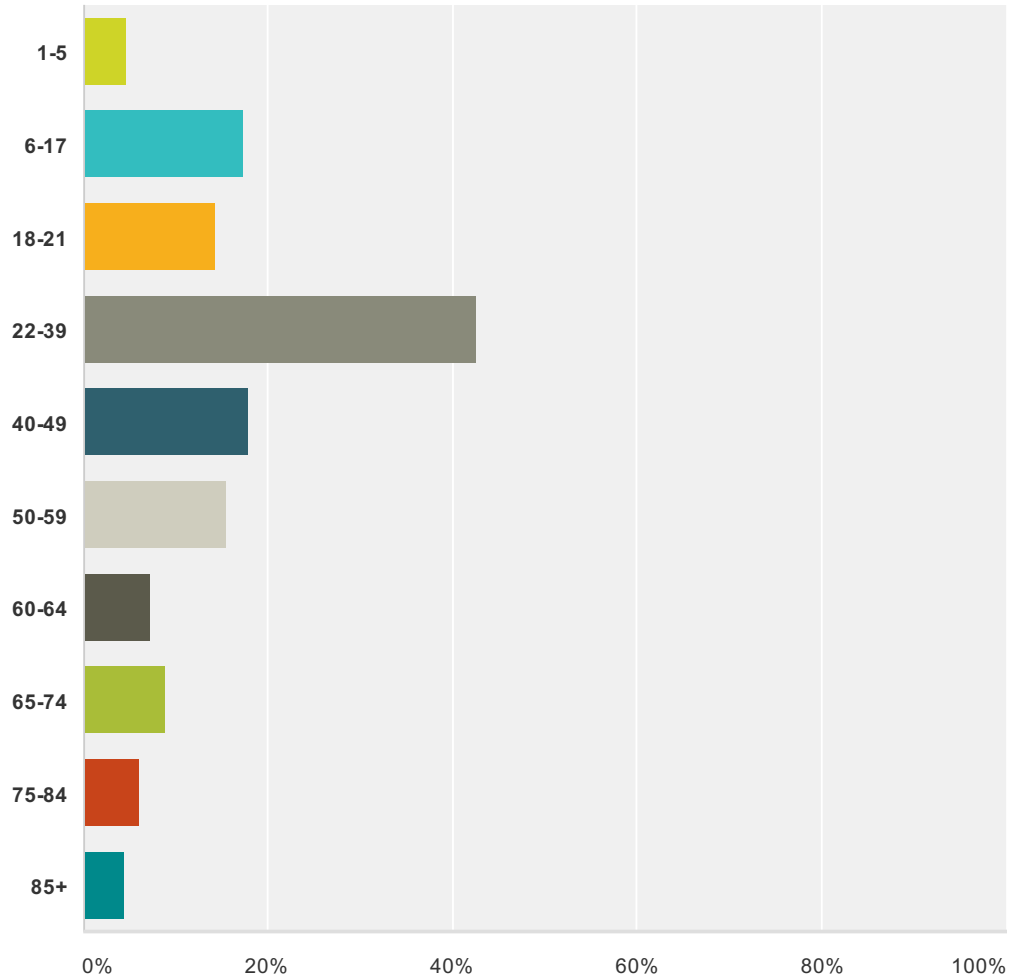


Answer Choices	Responses	
People with Developmental Disabilities	68.33%	466
People with Physical Disabilities	23.90%	163
People with Acquired Brain Disorders	12.32%	84
People with Mental Health Needs	34.46%	235
The Elderly	13.20%	90
Total Respondents: 682		

# NH Medicaid Long-Term-Care Program Survey

## Q7 What age is the person (either you, your family member or your ward) who receives Long-Term-Care services through the Medicaid program?

Answered: 633 Skipped: 268



Answer Choices	Responses
1-5	4.74% 30
6-17	17.38% 110
18-21	14.38% 91
22-39	42.65% 270
40-49	18.01% 114
50-59	15.48% 98
60-64	7.27% 46
65-74	8.85% 56
75-84	6.16% 39
85+	4.58% 29

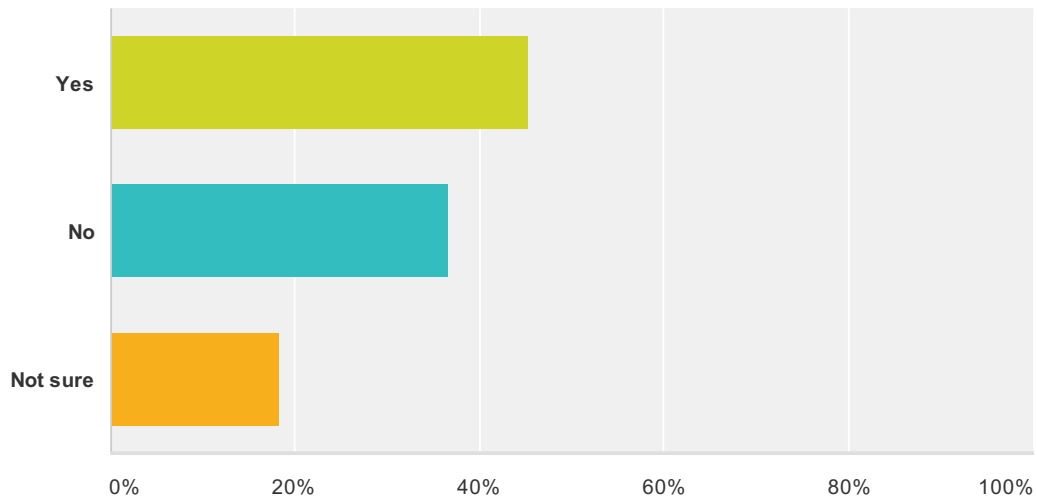


# NH Medicaid Long-Term-Care Program Survey

Total Respondents: 633

## Q8 Have you ever been on a waiting list for services?

Answered: 652 Skipped: 249

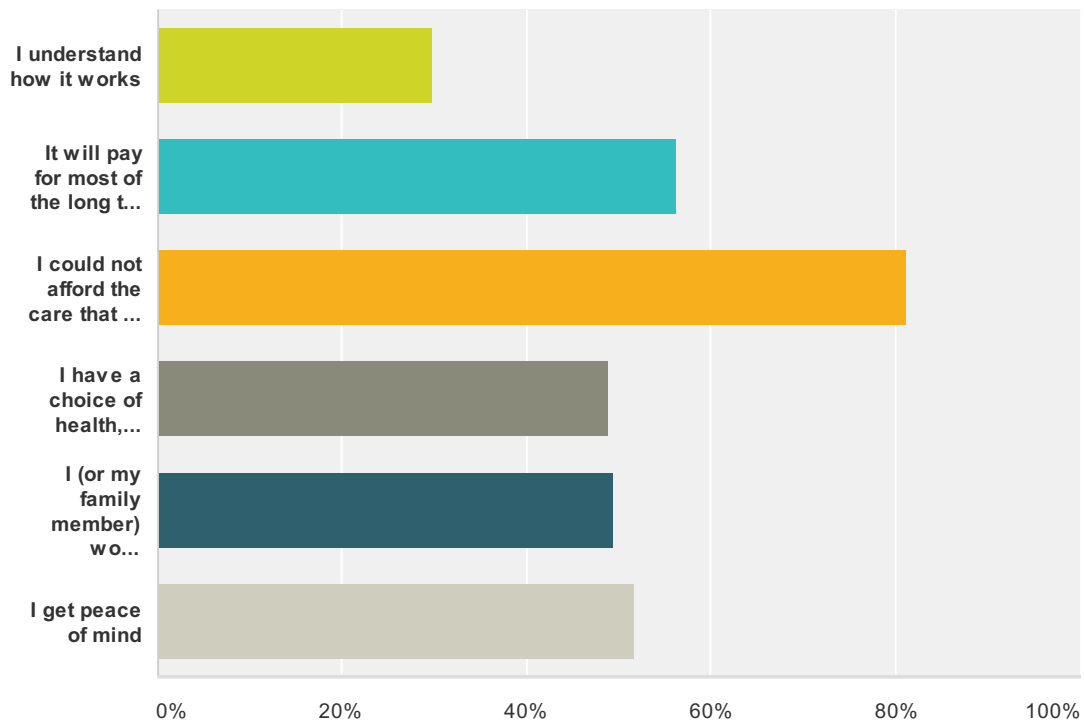


Answer Choices	Responses	
Yes	45.09%	294
No	36.66%	239
Not sure	18.25%	119
<b>Total</b>		<b>652</b>

# NH Medicaid Long-Term-Care Program Survey

## Q9 What do you like about the current NH Medicaid Long-Term-Care program? (Choose all that apply)

Answered: 586 Skipped: 315



Answer Choices	Responses	
I understand how it works	29.69%	174
It will pay for most of the long term care services that I (or my family member) needs	56.14%	329
I could not afford the care that I (or my family member) needs without it	81.06%	475
I have a choice of health, in-home or direct support providers	48.81%	286
I (or my family member) would not be able to stay in my (their) home without it	49.49%	290
I get peace of mind	51.54%	302
Total Respondents: 586		

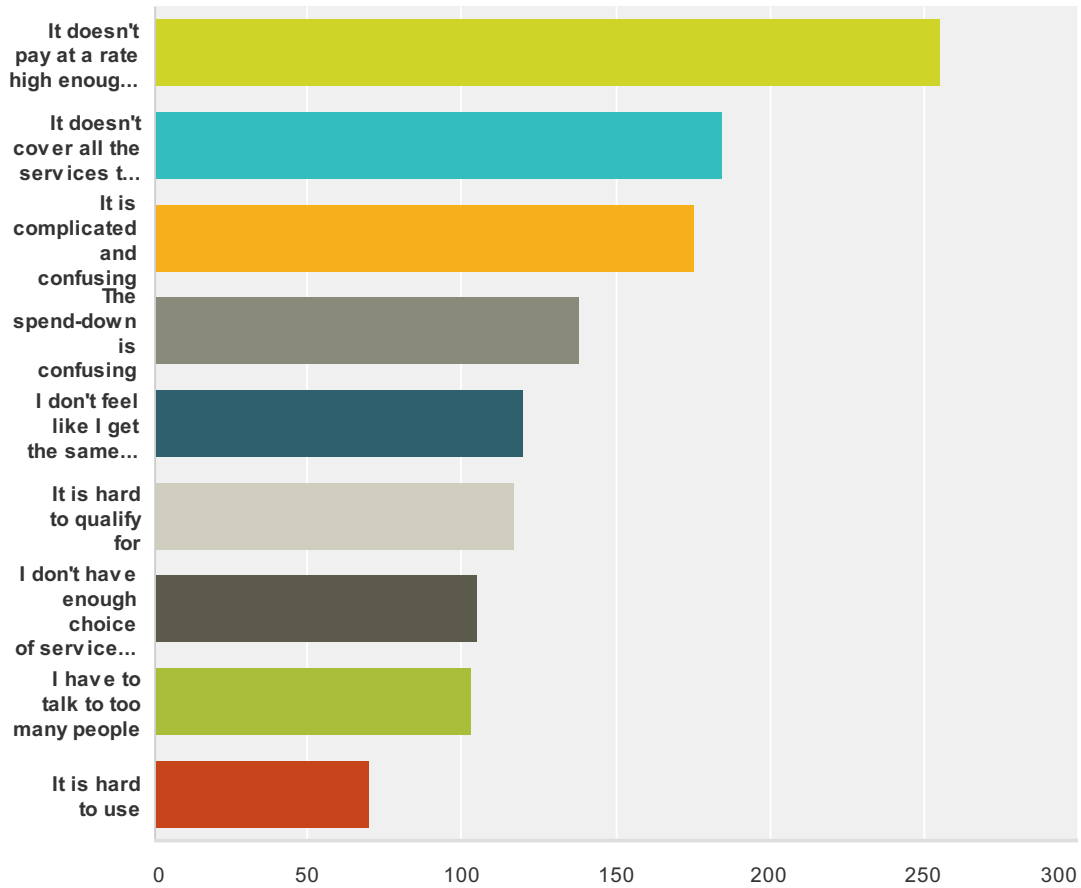
**Q10 Is there anything else that you like about the current Medicaid Long-Term-Care program that you would like to tell us about?**

Answered: 256 Skipped: 645

# NH Medicaid Long-Term-Care Program Survey

## Q11 What don't you like about the current NH Medicaid Long-Term-Care program? (Choose all that apply)

Answered: 481 Skipped: 420



Answer Choices	Responses
It doesn't pay at a rate high enough to keep good personal care attendants or direct support providers	53.01% 255
It doesn't cover all the services that I, or my family, needs	38.25% 184
It is complicated and confusing	36.38% 175
The spend-down is confusing	28.69% 138
I don't feel like I get the same quality of care as other people who have private insurance or who can afford to pay for services themselves	24.95% 120
It is hard to qualify for	24.32% 117
I don't have enough choice of service providers or specialists	21.83% 105
I have to talk to too many people	21.41% 103

# NH Medicaid Long-Term-Care Program Survey

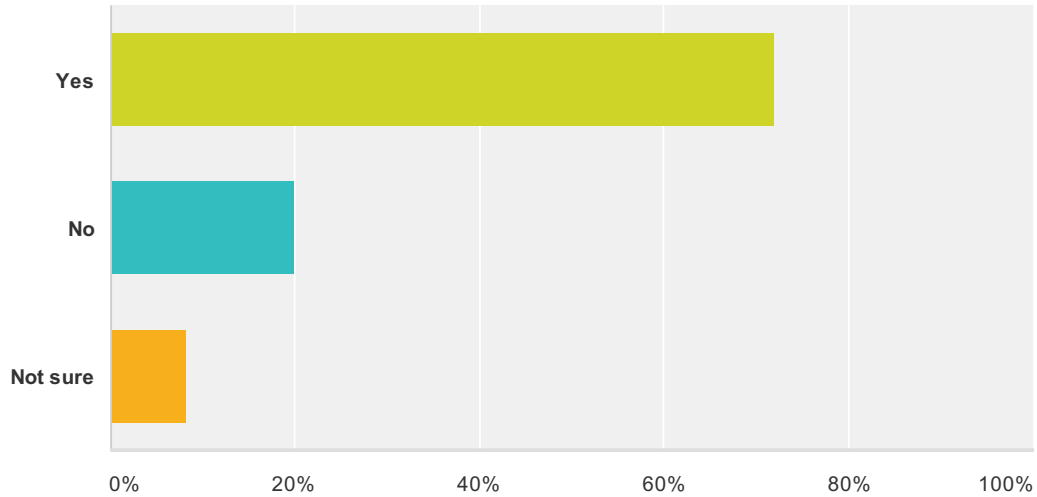
It is hard to use	14.55%	70
Total Respondents: 481		

**Q12 Is there anything else that you don't like about the current NH Medicaid Long-Term-Care program that you would like to tell us about?**

Answered: 180 Skipped: 721

**Q13 Have you, or your family member, ever had experience with a team of service providers or professionals who meet on a regular basis to review your (or your family member's) progress and help set new goals?**

Answered: 618 Skipped: 283

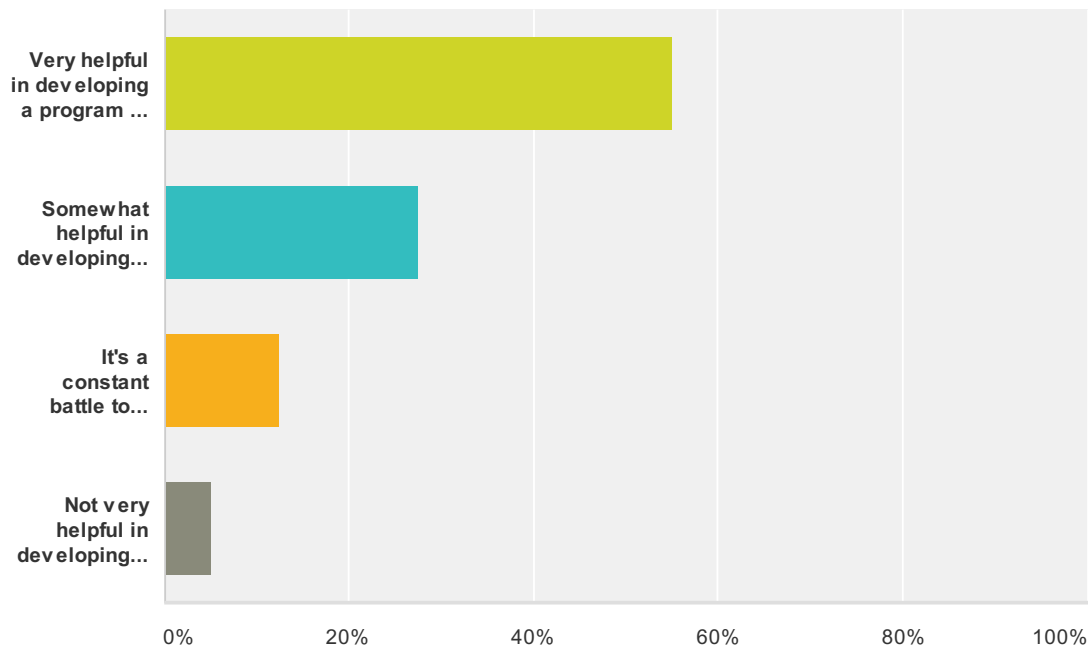


Answer Choices	Responses	
Yes	71.84%	444
No	19.90%	123
Not sure	8.25%	51
<b>Total</b>		<b>618</b>



**Q14 What statement comes closest to your general experience with these teams of service providers?**

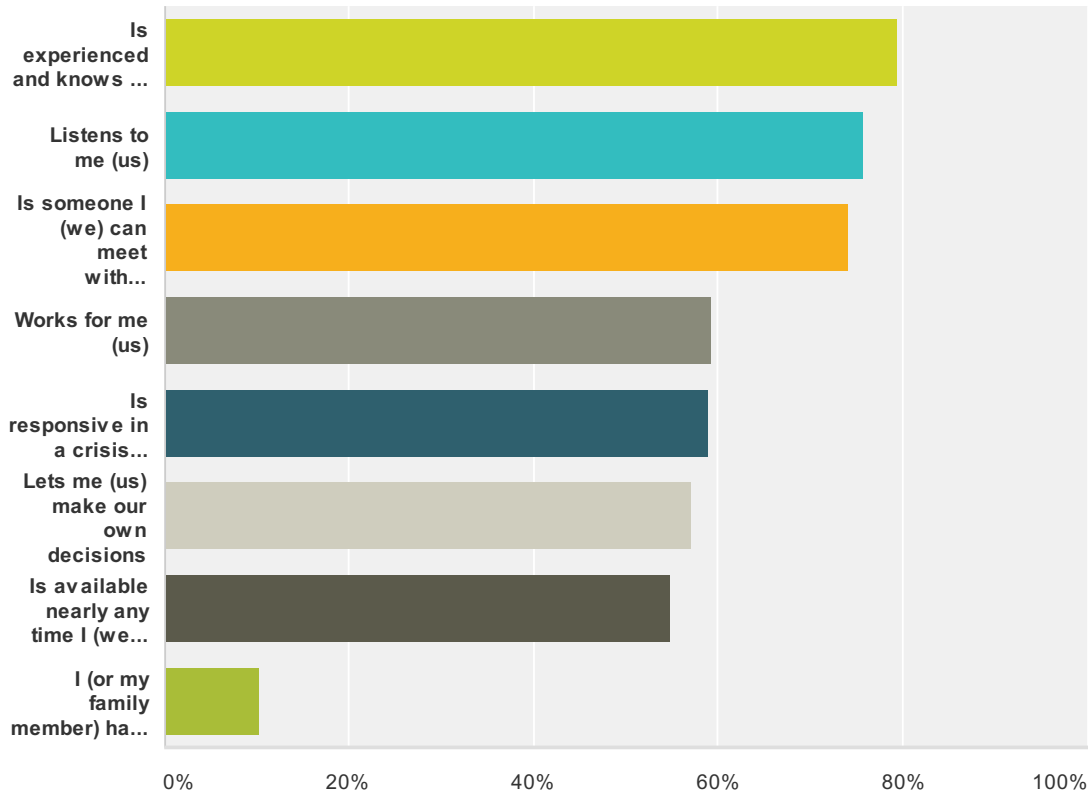
Answered: 437 Skipped: 464



Answer Choices	Responses	
Very helpful in developing a program of services and supports to meet my (our) needs	54.92%	240
Somewhat helpful in developing a program of services and supports to meet my (our) needs	27.46%	120
It's a constant battle to advocate for the services and supports I (we) need	12.59%	55
Not very helpful in developing a program of services and supports to meet my (our) needs	5.03%	22
<b>Total</b>		<b>437</b>

**Q15 If you have had experience with a case manager, service coordinator, or someone who serves in that role, what is important to you about that person's ability to help you meet your needs?**

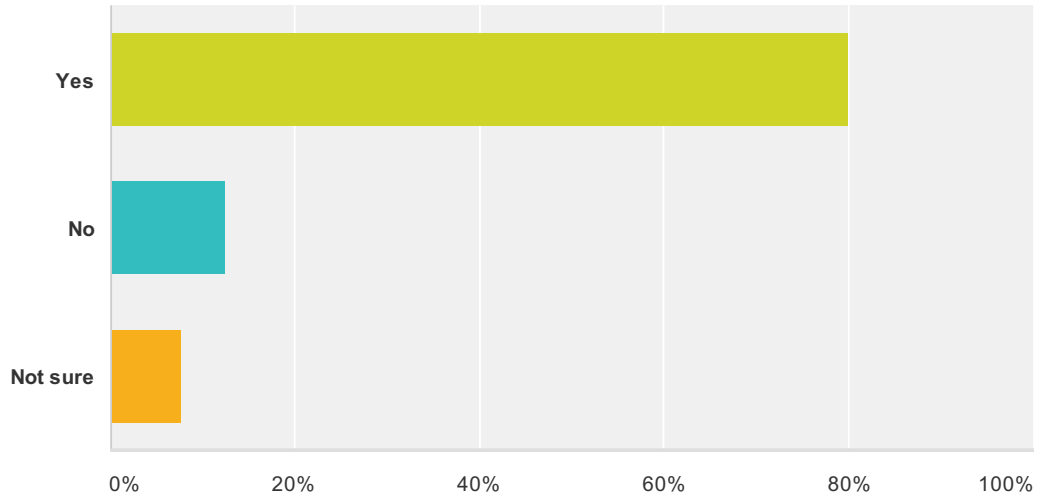
Answered: 571 Skipped: 330



Answer Choices	Responses
Is experienced and knows how the system works	79.16% 452
Listens to me (us)	75.66% 432
Is someone I (we) can meet with face-to-face	74.08% 423
Works for me (us)	59.19% 338
Is responsive in a crisis situation	58.84% 336
Lets me (us) make our own decisions	56.92% 325
Is available nearly any time I (we) need him or her	54.82% 313
I (or my family member) has never had a case manager or service coordinator	10.33% 59
<b>Total Respondents: 571</b>	

**Q16 Have you or your family member ever had a care plan or services plan (IEP, wrap around plan, service agreement, etc.) that outlines your goals and the services and supports that are needed to help accomplish them?**

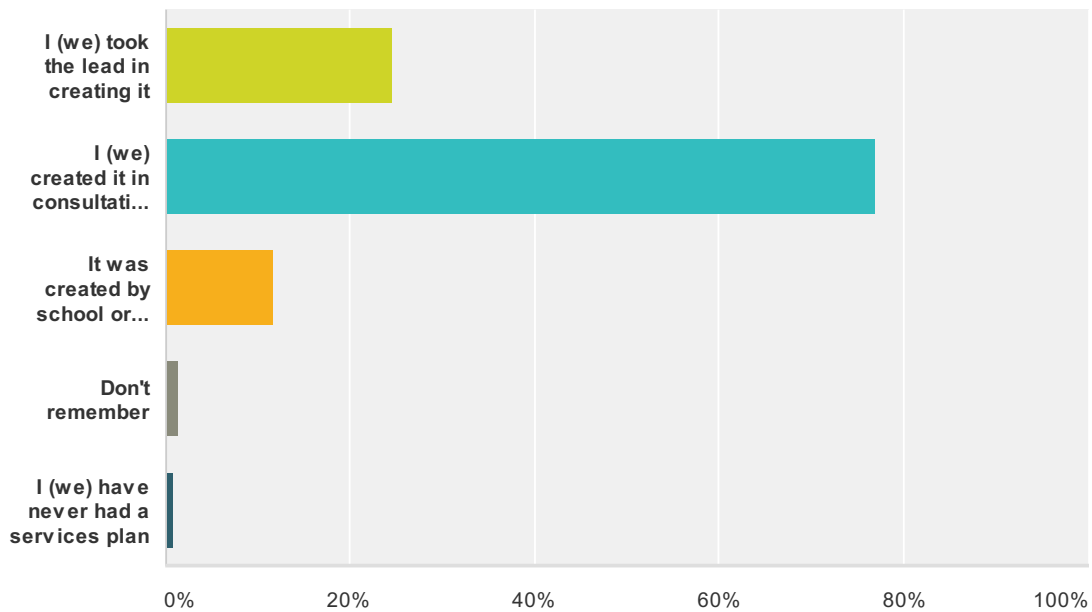
Answered: 594 Skipped: 307



Answer Choices	Responses	
Yes	79.80%	474
No	12.46%	74
Not sure	7.74%	46
<b>Total</b>		<b>594</b>

**Q17 If you or your family member have had, or currently have, a care or services plan, what was your role in developing it?**

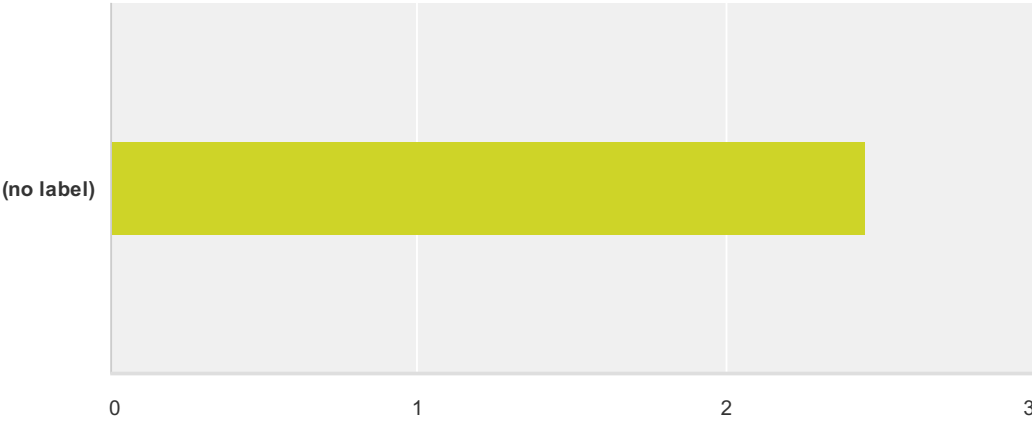
Answered: 467 Skipped: 434



Answer Choices	Responses
I (we) took the lead in creating it	24.63% 115
I (we) created it in consultation with school or agency staff members, a case manager or other professionals	76.87% 359
It was created by school or agency staff members, a case manager or other professionals and I (we) did not have much input into it	11.78% 55
Don't remember	1.50% 7
I (we) have never had a services plan	0.86% 4
<b>Total Respondents: 467</b>	

**Q18 How satisfied are you with your current care or services plan, if you have one, or plans you have had in the past if you do not have one now?**

Answered: 486 Skipped: 415

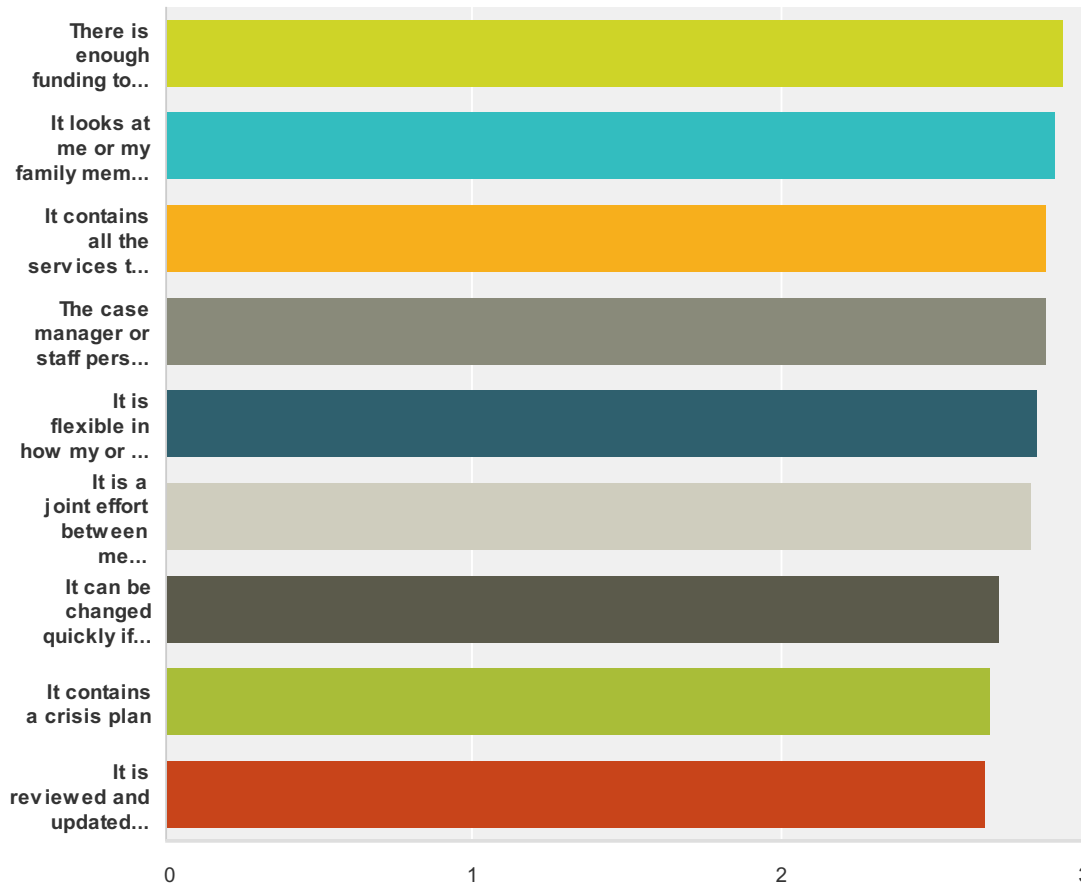


	Dissatisfied	It's okay	Very satisfied	N/A	Total	Average Rating
(no label)	7.00% 34	38.07% 185	49.18% 239	5.76% 28	486	2.45

# NH Medicaid Long-Term-Care Program Survey

## Q19 In your view, what makes a good care or services plan? Or would make a good one if you have not had one? Please rate all that apply.

Answered: 610 Skipped: 291



	Not important	Important	Very important	N/A	Total	Average Rating
There is enough funding to pay for the services I/we need	0.33% 2	7.81% 47	90.70% 546	1.16% 7	602	2.91
It looks at me or my family member as a whole person	0.67% 4	9.87% 59	87.96% 526	1.51% 9	598	2.89
It contains all the services that I/we need	0.17% 1	13.26% 79	85.40% 509	1.17% 7	596	2.86
The case manager or staff person who helps create the plan knows how the system works	0.33% 2	12.87% 78	85.31% 517	1.49% 9	606	2.86
It is flexible in how my or my family member's needs are met	0.83% 5	14.86% 89	82.97% 497	1.34% 8	599	2.83
It is a joint effort between me and the school or agency that I work with	1.19% 7	16.52% 97	79.39% 466	2.90% 17	587	2.81
It can be changed quickly if needed	1.35% 8	26.09% 155	71.55% 425	1.01% 6	594	2.71
It contains a crisis plan	3.23% 19	22.96% 135	66.67% 392	7.14% 42	588	2.68

# NH Medicaid Long-Term-Care Program Survey

It is reviewed and updated regularly	<b>2.18%</b> 13	<b>29.58%</b> 176	<b>66.89%</b> 398	<b>1.34%</b> 8	595	2.66
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# NH Medicaid Long-Term-Care Program Survey

## Q20 Have you ever had a bad experience with a care or services plan? Please rate all that apply.

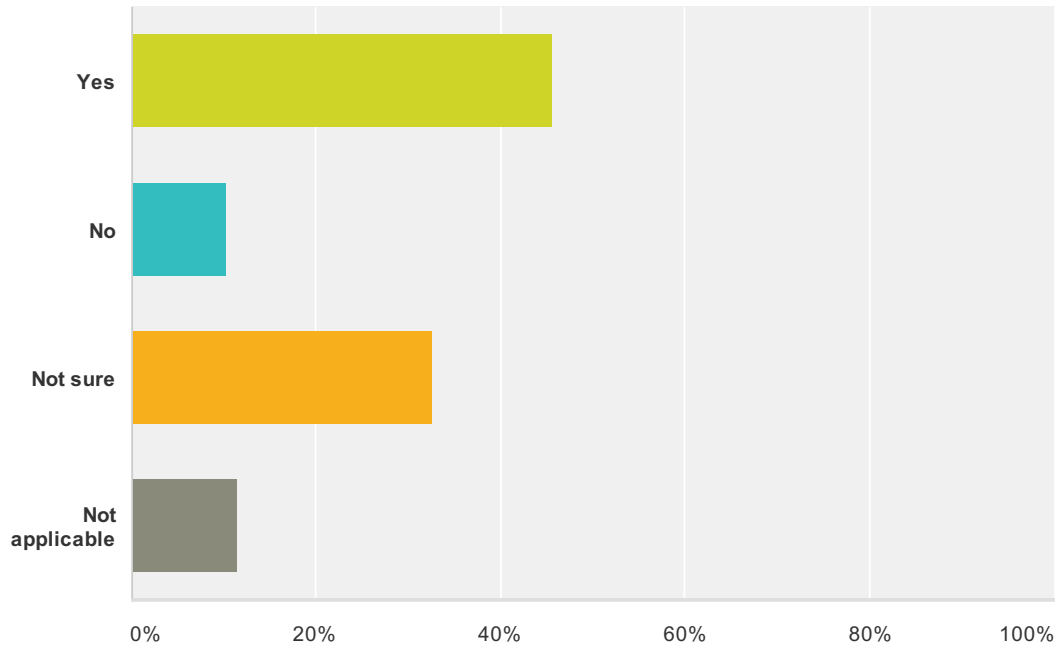
Answered: 519 Skipped: 382

	Never happened to me	Has happened once	Has happened a few times	Often happens	Total	Average Rating
There was not enough funding to pay for the services I/we need	34.29% 168	14.90% 73	29.80% 146	21.02% 103	490	2.38
It did not include all the services that I/we need	38.95% 192	17.04% 84	28.60% 141	15.42% 76	493	2.20
It was a constant fight to get the right services	41.99% 207	15.62% 77	24.14% 119	18.26% 90	493	2.19
It did not contain a crisis plan	51.07% 238	16.52% 77	13.52% 63	18.88% 88	466	2.00
A need identified in the service plan was not available locally	50.72% 248	18.00% 88	20.04% 98	11.25% 55	489	1.92
It was inflexible in how my or my family member's needs are/were met	52.88% 257	13.37% 65	23.25% 113	10.49% 51	486	1.91
I found the process intimidating	52.64% 259	17.07% 84	19.92% 98	10.37% 51	492	1.88
The case manager or staff person who helped create the plan did not know how the system works	55.08% 271	17.89% 88	18.70% 92	8.33% 41	492	1.80
It was never reviewed or followed	58.61% 286	13.32% 65	20.08% 98	7.99% 39	488	1.77
It looked at me or my family member as a number, not a person	65.53% 327	13.23% 66	13.43% 67	7.82% 39	499	1.64
It could not be changed when needed	66.46% 319	11.25% 54	15.83% 76	6.46% 31	480	1.62
I had minimal involvement in creating the plan	67.55% 331	13.06% 64	13.67% 67	5.71% 28	490	1.58



**Q21 Does your services plan have an annual, individualized budget or some type of annual services account? (Or did it if you do not have a plan now?)**

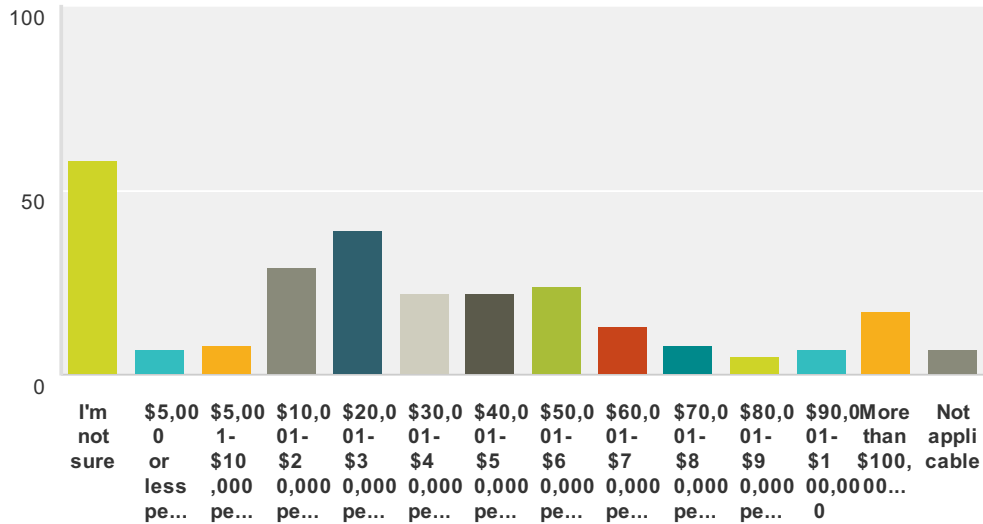
Answered: 573 Skipped: 328



Answer Choices	Responses	
Yes	45.55%	261
No	10.30%	59
Not sure	32.64%	187
Not applicable	11.52%	66
<b>Total</b>		<b>573</b>

**Q22 What do you estimate the annual budget is for the services in your plan? (Or for the annual services you receive through Medicaid.)**

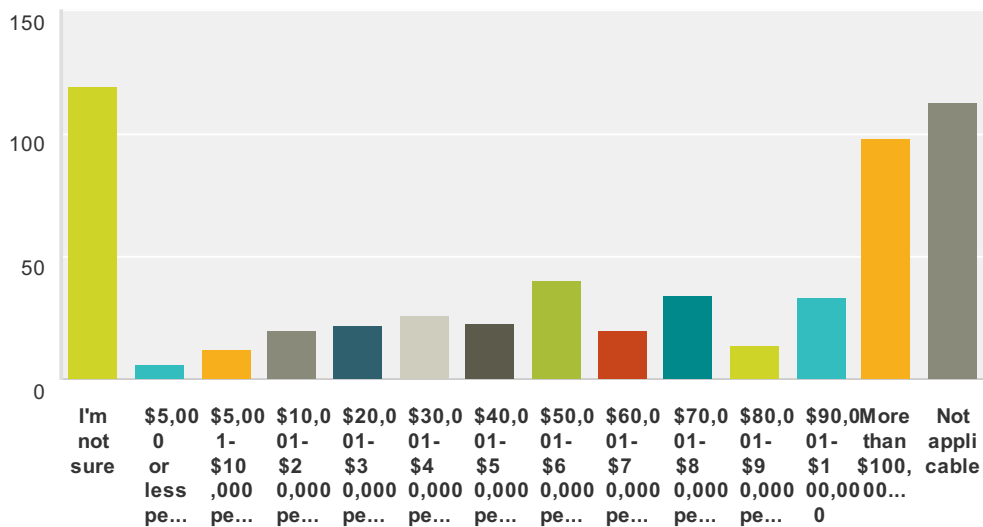
Answered: 266 Skipped: 635



Answer Choices	Responses
I'm not sure	21.80% 58
\$5,000 or less per year	2.63% 7
\$5,001-\$10,000 per year	3.01% 8
\$10,001-\$20,000 per year	10.90% 29
\$20,001-\$30,000 per year	14.66% 39
\$30,001-\$40,000 per year	8.27% 22
\$40,001-\$50,000 per year	8.27% 22
\$50,001-\$60,000 per year	9.02% 24
\$60,001-\$70,000 per year	4.89% 13
\$70,001-\$80,000 per year	3.01% 8
\$80,001-\$90,000 per year	1.88% 5
\$90,001-\$100,000 per year	2.63% 7
More than \$100,000 per year	6.39% 17
Not applicable	2.63% 7
<b>Total</b>	<b>266</b>

**Q23 What would you estimate that you or your family save the state of NH by caring for yourself or your family member in your home and avoiding institutionalization, out-of-home placement or placement in a hospital or nursing home? This might include the value of the direct care you provide, services and supports provided by other family members, friends, volunteers, etc.**

Answered: 579 Skipped: 322

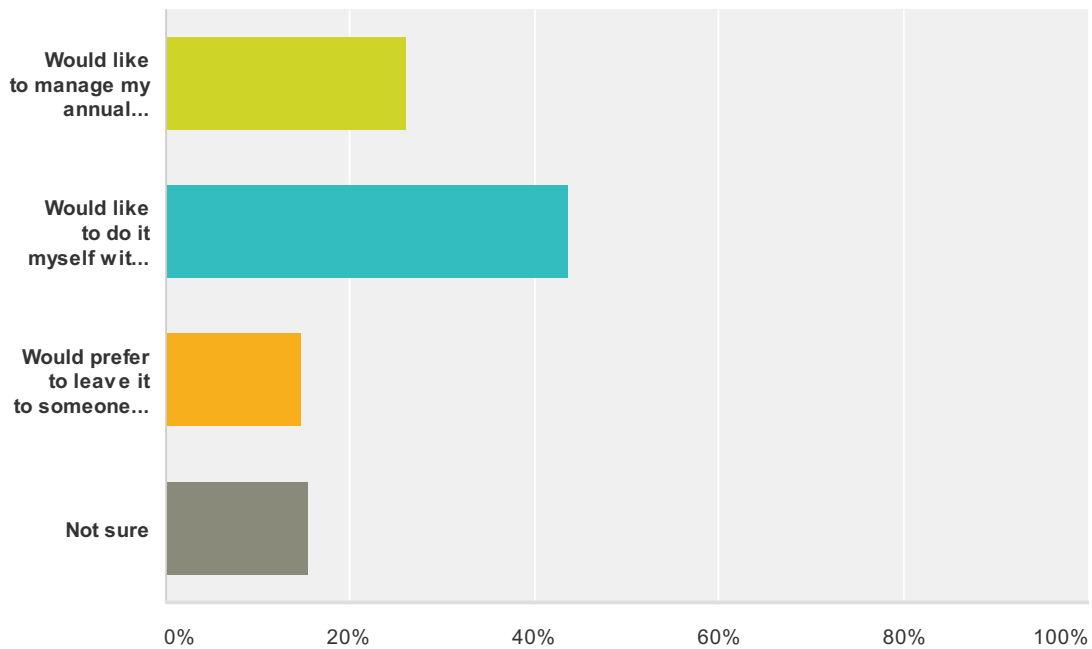


Answer Choices	Responses
I'm not sure	20.55% 119
\$5,000 or less per year	1.04% 6
\$5,001-\$10,000 per year	2.07% 12
\$10,001-\$20,000 per year	3.45% 20
\$20,001-\$30,000 per year	3.80% 22
\$30,001-\$40,000 per year	4.49% 26
\$40,001-\$50,000 per year	3.97% 23
\$50,001-\$60,000 per year	6.91% 40
\$60,001-\$70,000 per year	3.45% 20
\$70,001-\$80,000 per year	5.87% 34
\$80,001-\$90,000 per year	2.42% 14
\$90,001-\$100,000 per year	5.70% 33
More than \$100,000 per year	16.93% 98
Not applicable	19.34% 112
<b>Total</b>	<b>579</b>



**Q24 If you were to have a flexible annual services account and budget through Medicaid, would you prefer to have the ability to manage it yourself and move money around in the account to spend more on services which are more important to you and less on services that are not as important? Or would you rather leave that to someone else and perhaps have less flexibility?**

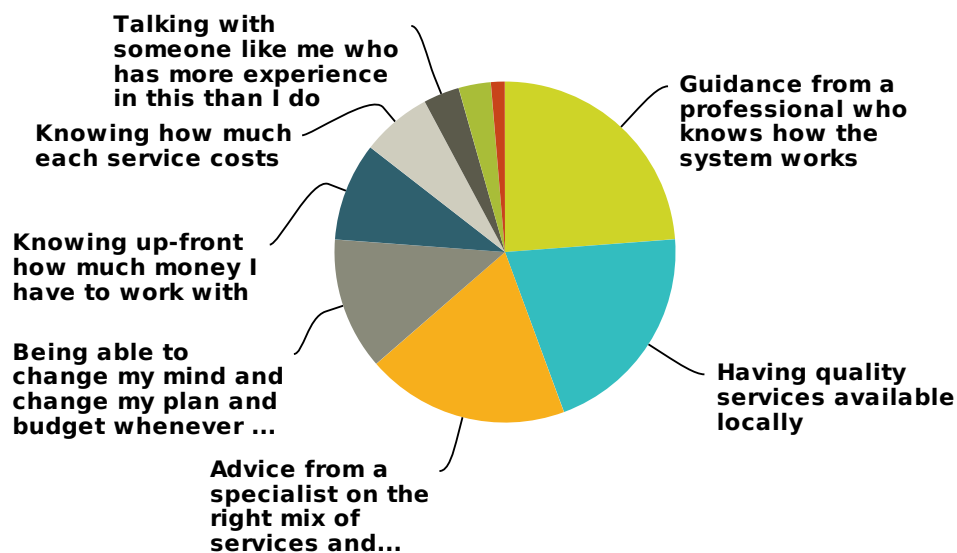
Answered: 545 Skipped: 356



Answer Choices	Responses	
Would like to manage my annual services account and budget myself	26.24%	143
Would like to do it myself with help	43.49%	237
Would prefer to leave it to someone else	14.68%	80
Not sure	15.60%	85
<b>Total</b>		<b>545</b>

**Q25 If you could only choose one thing, what would help you the most in developing and managing a flexible, annual Medicaid services account and budget for yourself or your family member?**

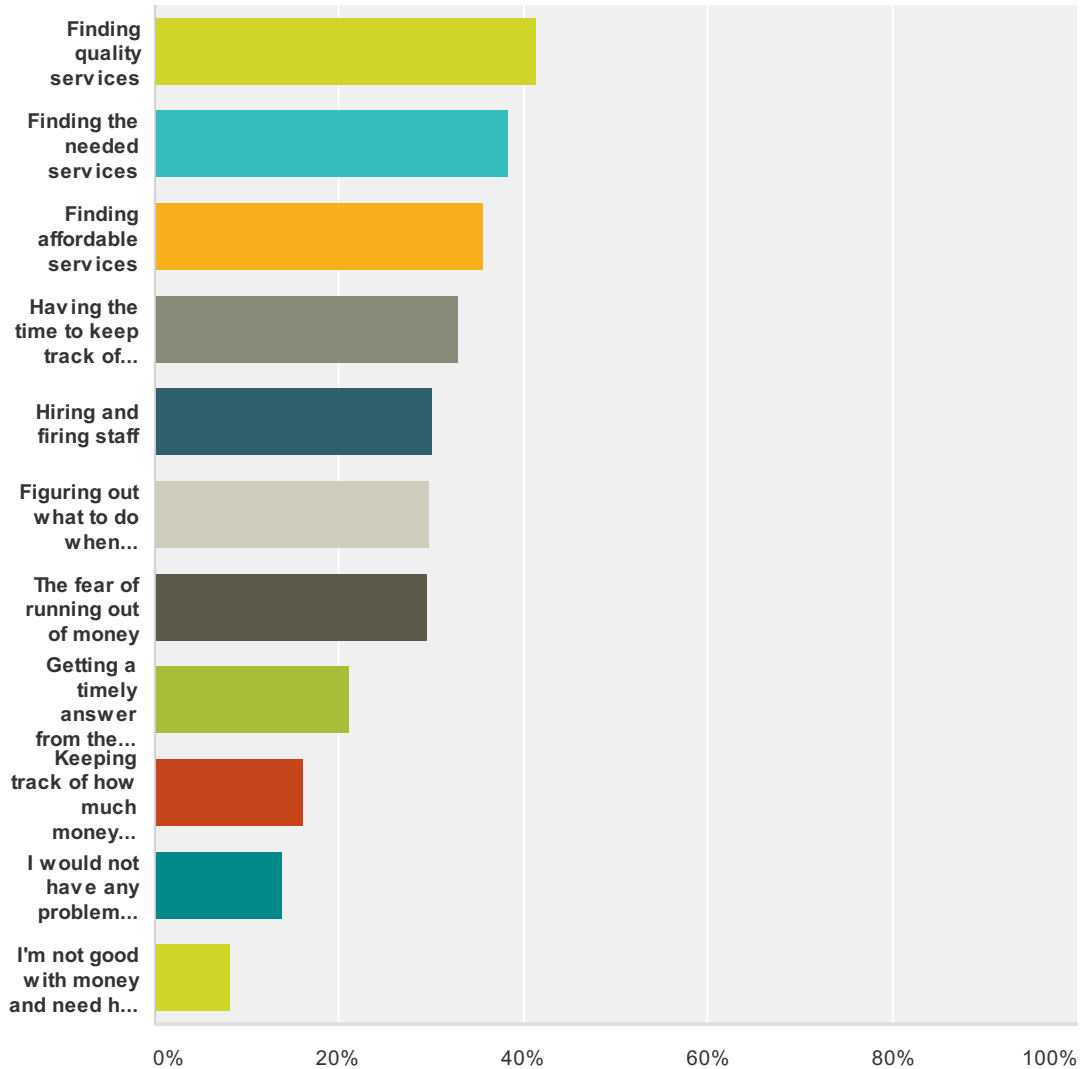
Answered: 525 Skipped: 376



Answer Choices	Responses
Guidance from a professional who knows how the system works	23.81% 125
Having quality services available locally	20.57% 108
Advice from a specialist on the right mix of services and supports for me or my family member	19.24% 101
Being able to change my mind and change my plan and budget whenever I need to	12.57% 66
Knowing up-front how much money I have to work with	9.33% 49
Knowing how much each service costs	6.67% 35
Talking with someone like me who has more experience in this than I do	3.43% 18
I do not think I would need any help	3.05% 16
Knowing the reputation of the service providers I have to choose from	1.33% 7
<b>Total</b>	<b>525</b>

**Q26 What do you find difficult about managing a services account (if you have had one), or do you think would be difficult if you did have one?**

Answered: 521 Skipped: 380



Answer Choices	Responses	
Finding quality services	41.46%	216
Finding the needed services	38.39%	200
Finding affordable services	35.51%	185
Having the time to keep track of everything	33.01%	172
Hiring and firing staff	30.13%	157
Figuring out what to do when unexpected expenses come up	29.75%	155
The fear of running out of money	29.56%	154
Getting a timely answer from the professional who is helping me manage the budget	21.11%	110

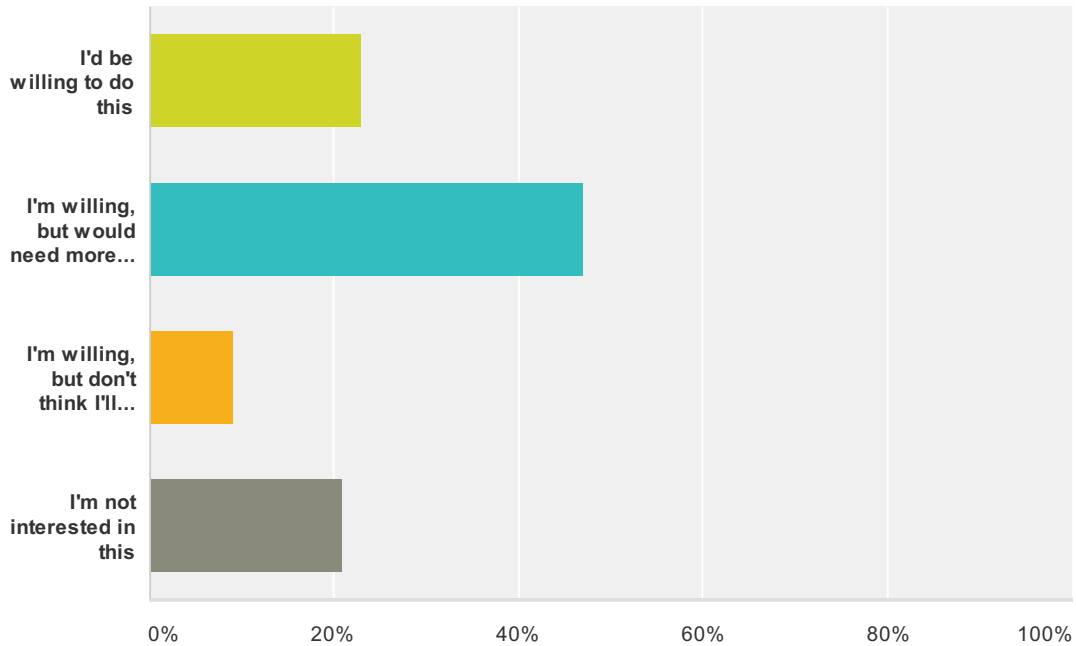
## NH Medicaid Long-Term-Care Program Survey

Keeping track of how much money I have spent during the year	16.12%	84
I would not have any problem managing an annual services budget	13.82%	72
I'm not good with money and need help managing it	8.25%	43
Total Respondents: 521		



**Q27 How willing would you be to use the Medicaid funds in your annual services account as if it were your own money in order to get the best value for the dollar?**

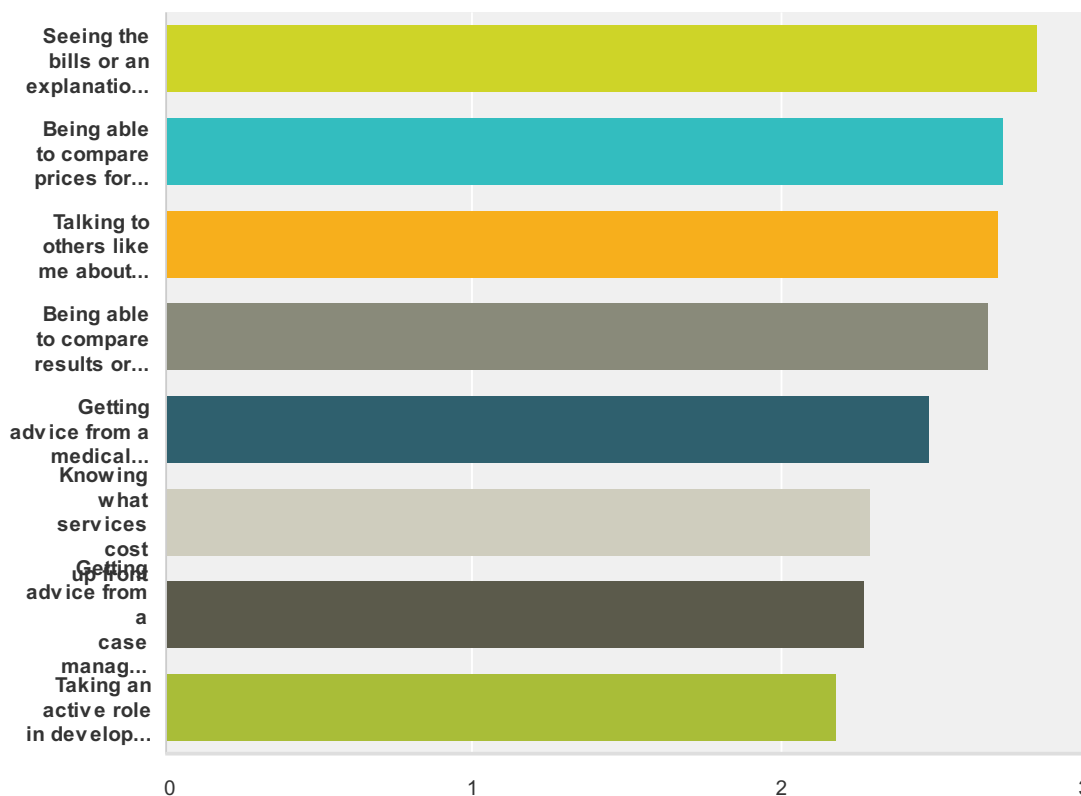
Answered: 527 Skipped: 374



Answer Choices	Responses	
I'd be willing to do this	22.96%	121
I'm willing, but would need more information on service costs and quality than I have now	47.06%	248
I'm willing, but don't think I'll get the opportunity	9.11%	48
I'm not interested in this	20.87%	110
<b>Total</b>		<b>527</b>

# **Q28 What are the top 4 things that would help you shop more effectively for the long-term-care services and supports Medicaid pays for? What would help you get the best services for the money you spend?**

Answered: 502 Skipped: 399



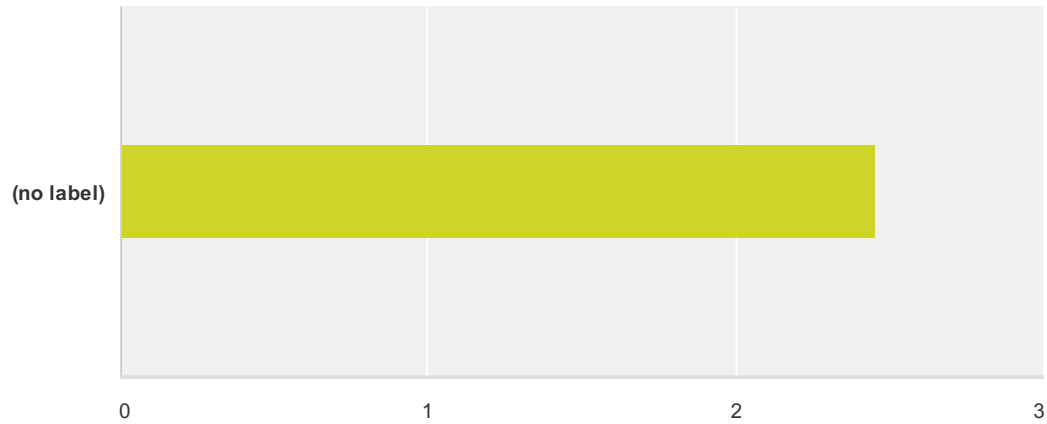
	1	2	3	4	Total	Average Rating
Seeing the bills or an explanation of benefits for services I use	14.29% 27	23.81% 45	26.46% 50	35.45% 67	189	2.83
Being able to compare prices for services from several service providers	13.43% 36	27.61% 74	32.46% 87	26.49% 71	268	2.72
Talking to others like me about their experiences with providers	15.64% 28	25.14% 45	32.96% 59	26.26% 47	179	2.70
Being able to compare results or outcomes from service providers	20.28% 43	22.17% 47	27.83% 59	29.72% 63	212	2.67
Getting advice from a medical specialist	23.81% 30	31.75% 40	16.67% 21	27.78% 35	126	2.48
Knowing what services cost up front	31.13% 80	28.40% 73	21.01% 54	19.46% 50	257	2.29
Getting advice from a case manager or other professional	36.36% 116	22.26% 71	19.75% 63	21.63% 69	319	2.27
Taking an active role in developing a care plan or services plan	40.07% 119	20.88% 62	20.20% 60	18.86% 56	297	2.18

**Q29 What Long-Term-Care services and supports should be added to the NH Medicaid program that are not available to you now?**

Answered: 290 Skipped: 611

**Q30 How willing would you or your family member be to do something to add a small reward of funds to your annual services account -- like participating in a health screening or fitness program or volunteer work -- if it were something that it was within your (their) ability to do?**

Answered: 515 Skipped: 386



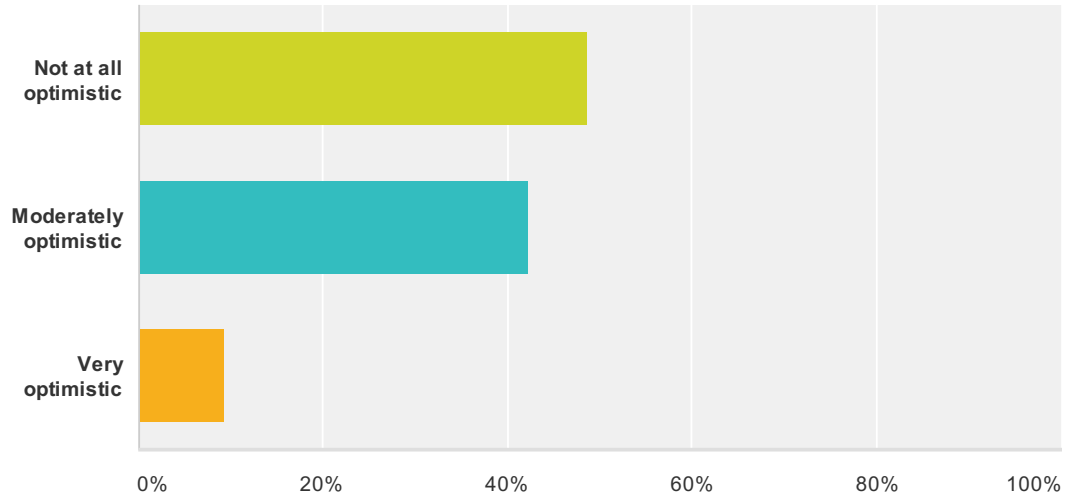
	Would not	Might	Would	Total	Average Rating
(no label)	8.74% 45	37.86% 195	53.40% 275	515	2.45

**Q31 What activities that would increase your health or quality of life (or your family member's) should be considered for rewards to add funds to your annual services account if you had one?**

Answered: 318 Skipped: 583

**Q32 How optimistic are you that a redesigned Medicaid long-term-care system will be an improvement over the current service system that you use?**

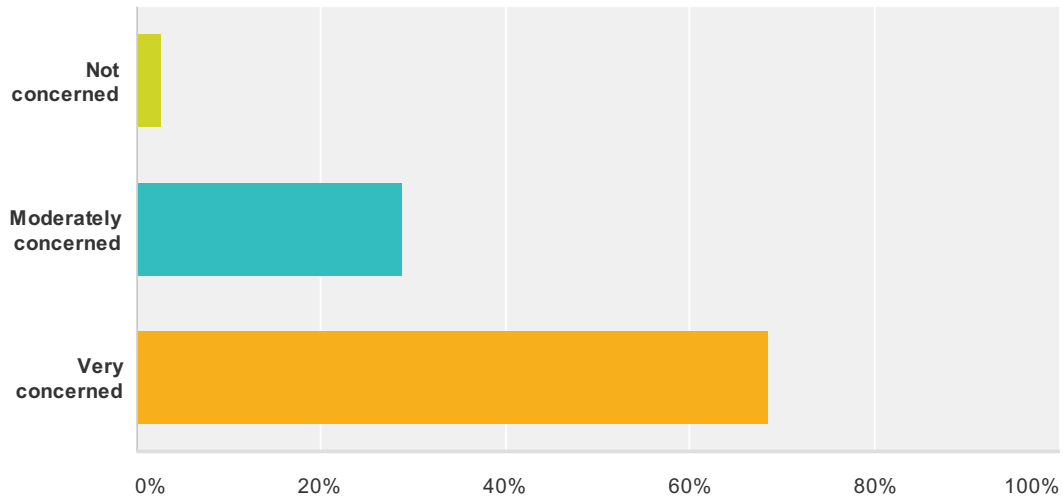
Answered: 537 Skipped: 364



Answer Choices	Responses	
Not at all optimistic	48.60%	261
Moderately optimistic	42.09%	226
Very optimistic	9.31%	50
<b>Total</b>		<b>537</b>

**Q33 How concerned are you about the State's ability to fund the Medicaid program?**

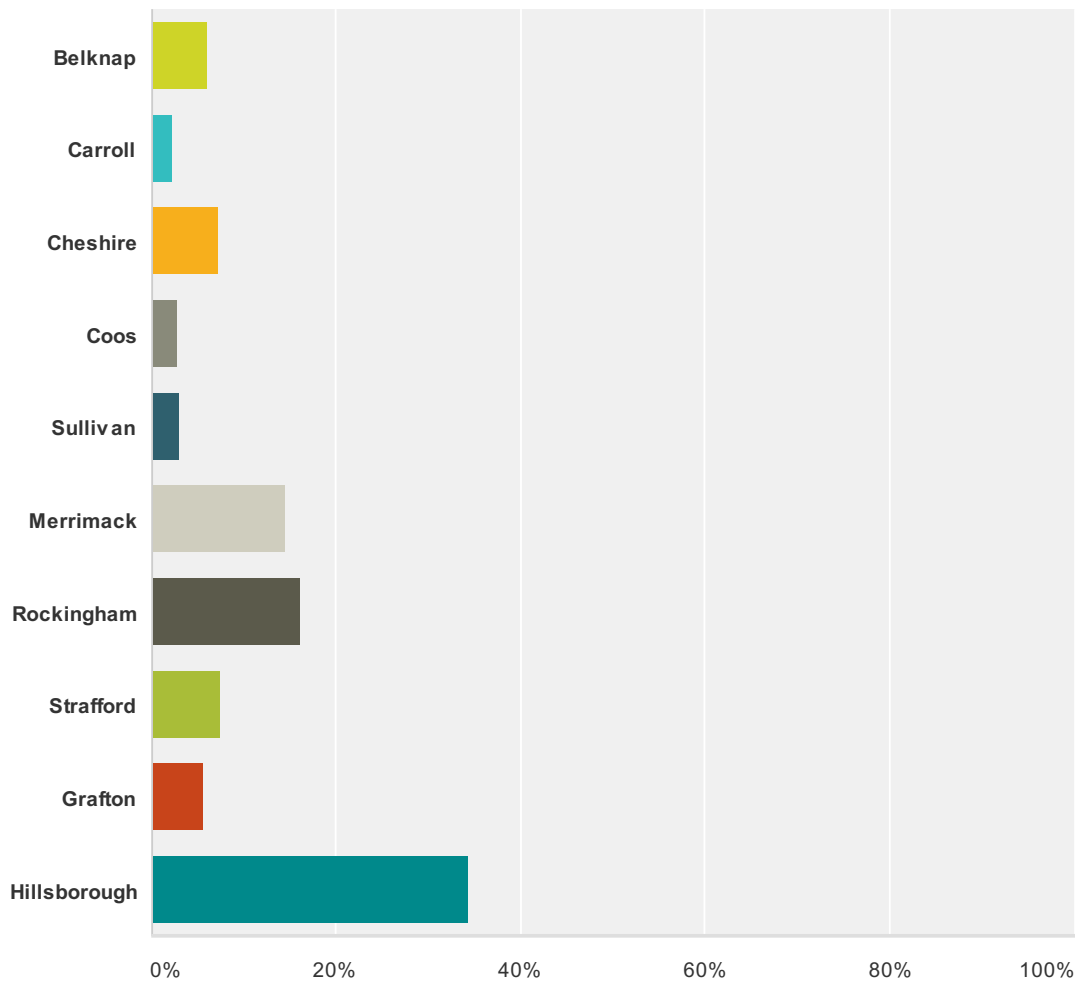
Answered: 555 Skipped: 346



Answer Choices	Responses	
Not concerned	2.70%	15
Moderately concerned	28.83%	160
Very concerned	68.47%	380
<b>Total</b>		<b>555</b>

### Q34 In which county do you live?

Answered: 568 Skipped: 333



Answer Choices	Responses
Belknap	6.16% 35
Carroll	2.29% 13
Cheshire	7.22% 41
Coos	2.99% 17
Sullivan	3.17% 18
Merrimack	14.44% 82
Rockingham	16.20% 92
Strafford	7.57% 43
Grafton	5.63% 32
Hillsborough	34.33% 195
<b>Total</b>	<b>568</b>



**Q35 Is there anything else you wished we  
had asked or you would like to tell us?**

Answered: 205 Skipped: 696